

Position Description

Position Details			
Position title	Case Manager (Brighter Futures)	Position number	PD649a
Group	Community Environment and Planning	Previous position numbers	CRL804A, PD532
Section	Community & Cultural Services	Reports to	Brighter Futures Coordinator
Area	Brighter Futures	Evaluated / approved by	M. Irvin
Team	N/A	Version number	April 2024
Position level code	6 (Line-level employee)		
Position statement	Assist with the coordination and provision of the Brighter Futures Program throughout the Bega Valley community, including maintaining and ensuring the optimal standard of client care in accordance with the Early Intervention Program Service Provision Guidelines.		

Position Specific Tasks and Activities		
Key area	Duties and responsibilities	Standards for achievement
Case management and support coordination	<ul style="list-style-type: none"> Assess and determine the needs of clients relating to provision in respect of Early Intervention Program Service Provision Guidelines. Develop planning strategies for short and long-term client goals. Develop Case Plans with clients. Establish, in conjunction with clients the level and type of service required and coordinate the appropriate programs and providers. Monitor and evaluate the level of service provision in relation to client needs. Evaluate the standard of service provision and take appropriate action via Program Coordinator. Prepare case notes for the preservation of service continuity. Attend BVSC Child Care Centres and develop relationships with families and staff. 	<ul style="list-style-type: none"> Case plans are developed in line with program guidelines. Client's rights and confidentiality are maintained at all times. Utilises a collaborative model of person centred/enabling service delivery that includes comprehensive assessment, implementation and monitoring of an individualised case plan to an identified group. Aboriginal and CALD families have access to culturally appropriate Brighter Futures services.
Advisory Services and Education	<ul style="list-style-type: none"> Assist with the provision of public education, advice and awareness of issues relating to the Brighter Futures program within the community. Collaborate with Brighter Futures staff and other existing service agencies. Facilitate the development of appropriate networks to promote, coordinate and enhance the wider range of community services. 	<ul style="list-style-type: none"> Education techniques are appropriate for the demographic. Advice and education is correct, accurate and provided in a timely manner. Regular contact is made with networks outside of BVSC Brighter Futures team.

Position Description

Position Specific Tasks and Activities

Key area	Duties and responsibilities	Standards for achievement
Program development	<ul style="list-style-type: none"> Assist with the development and maintenance of Brighter Futures project plans. Assist with the development of future/long-term strategies and practices to achieve the corporate objectives relating to the Brighter Futures program. Prepare and submit applications for funding enhancement in accordance with target groups' needs. 	<ul style="list-style-type: none"> Input to strategic plans and project plans is provided within the required timeframes. Funding applications are prepared according to required protocols and submitted within the required timeframes.
Reports/Data Collection	<ul style="list-style-type: none"> Prepare financial reports for funding bodies and associated correspondence. Maintain accurate client records including case notes and assist with collection of statistical data. Enter data into specialised software systems. 	<ul style="list-style-type: none"> Reports are prepared within the required timeframes and to the required style or format. Client records are accurate and input within the required timeframes. Data entry is accurate.

General Position Requirements

Key area	Expected Behaviours
Leadership and management	<ul style="list-style-type: none"> You use influencing skills to achieve job and project outcomes where you do not have direct accountability for people or resources.
Risk management, Work Health and Safety	<ul style="list-style-type: none"> You work according to the BVSC procedures and principles for risk management (including WHS) appropriate to your position, as prescribed in our organisational procedures and according to legislative and regulatory requirements.
Equal employment opportunity	<ul style="list-style-type: none"> You work according to the BVSC procedures and principles of a positive and inclusive workplace environment, as prescribed in our organisational procedures and according to legislative and regulatory requirements.
Financial management	<ul style="list-style-type: none"> When required to purchase and procure supplies you use the correct organisational processes and procedures.

Our Values Commitment: PLaCE

We are committed to and believe

People matter Learning is important And we Can do Engaging the whole organisation	We care for our people and each other We learn and innovate We have a can do approach and focus on solutions and outcomes We engage and communicate clearly and consistently
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Behavioural Competencies

Value Description	Expected Behaviours
People matter	<ul style="list-style-type: none"> You conduct yourself in the workplace according to our PLaCE values. You show respect for all employees, acknowledging the importance of diversity in the workplace. You work safely and support your colleagues to also work safely. You work well with people who have different ideas, perspectives and backgrounds.
Learning is important	<ul style="list-style-type: none"> You attend all mandatory training and learning events. You seek to learn from your colleagues including looking for mentoring opportunities. You review your own performance and ask for feedback to learn and improve. You look for and suggest better ways of doing things in the workplace. You actively participate in team meetings.
Can do	<ul style="list-style-type: none"> You take pride in your own work and that of your team members. You understand who your stakeholders are and why they matter. You are willing to go the extra mile for stakeholders and act upon their feedback.
Engaging the whole organisation is important	<ul style="list-style-type: none"> You understand our organisation's goals and how your job fits into the wider Council picture. You always speak in positive terms when referring to your area, other teams and our organisation. (Your behaviour remains 'above the line'.)

Knowledge, Skills and Qualifications

Selection criteria – skills and experience

- Work in a manner consistent with BVSC organisational values and associated behaviours.
- Demonstrated knowledge of case management principles.
- Knowledge of the relevant Acts, policies and practices related to general community health and the Early Intervention Program Service Provision Guidelines.
- High standard of interpersonal and communication skills.
- Demonstrated ability to self-manage and prioritise referral responses.
- Experience of working and achieving results in a team environment
- Experience working with a client management system.
- Two (2) years recent related experience in the community sector with direct service delivery to vulnerable families. (Indicative.)
- Additional skills, knowledge and qualifications that may be applicable to this position, such as recent related experience in case management with older people and people with a disability, other specialist training or relevant work experience.

Selection criteria – qualifications and licences

- Degree-level qualification in Social Science or related field.
- NSW Criminal Police Check clearance.
- Working with Children (NSW) clearance.

Conditions of Employment

Status	Fixed term contract full time		Hours per weeks	35
Award classification	Band: 3	Level: 2	Award	Local Government (State) Award 2023
BVSC grade	10			
Pattern of work	9.00 am to 5.00pm Monday - Thursday with one hour unpaid lunch break.			
Special requirements	<div><input type="checkbox"/> Weekend Work</div> <div><input type="checkbox"/> Evening Work</div> <div><input type="checkbox"/> Public Holiday Work</div> <div><input type="checkbox"/> Participation in on call roster</div> <div><input checked="" type="checkbox"/> Other: Emergency situations may require out-of-ordinary hours of work for which time-in-lieu will be granted.</div>			

Delegations

Staff	Number of direct report positions: 0	Staff span of control: 0
Budgetary	\$N/A	
Purchasing	Purchase Card Entitlement <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Purchase card limit: \$1000
Statutory	As per BVSC Register of Delegations	
Security	Enter details of data security and access authorisations, keys, access to facilities and hours of access.	

Benefits

Motor vehicle	Not applicable		
Information technology	<input type="checkbox"/> Workstation PC <input checked="" type="checkbox"/> Laptop <input type="checkbox"/> Tablet <input type="checkbox"/> Palm Pilot <input type="checkbox"/> Camera <input type="checkbox"/> Other: Click here to enter text.		
Telecommunications	<input checked="" type="checkbox"/> Desk Phone <input checked="" type="checkbox"/> Mobile Phone <input checked="" type="checkbox"/> Wi-Fi Dongle <input type="checkbox"/> Other: Click here to enter text.		

Benefits	
Workwear	<input type="checkbox"/> Corporate uniform <input type="checkbox"/> Outdoor uniform <input checked="" type="checkbox"/> Not applicable <input type="checkbox"/> Personal Protective Equipment: Enter details such as safety boots, shoes, sunglasses, etc.
Tools	Not applicable

Model Job Demands Checklist

Please print clearly with a black pen and complete all sections as required. Completed form should be delivered to the People and Governance Team or by email to workplacewellbeing@begavalley.nsw.gov.au.

Job title: Case Manager Brighter Futures

PD Number(s) PD532

Completed by Name: Kristina Brenner

Date:13/07/2018

Administration		Notes
Computer Use (including hand held tablet) <i>generic screen based</i>	Yes	
Sitting at desk	Yes	
Standing for long periods <i>if yes, please indicate length in hours</i>	No	
Manual Handling		Notes
Light lifting/Carrying (0-9kg)	Yes	
Moderate Lifting/Carrying (10-15kg)	Minimal Likelihood	
Heavy Lifting/Carrying (16kg and above)	No	<i>Note- If yes manager/coordinator to liaise with WHS Officer</i>
Climbing	No	
Bending	Minimal Likelihood	
Kneeling/Squatting	No	
Reaching	Minimal Likelihood	
Sequential/Repetitive movements in short period of time <i>is the ability to carry out a repetitive action doing the same thing over and over again</i>	Minimal Likelihood	
Manual dexterity/manipulation <i>is the ability to make coordinated hand and finger movements to grasp and manipulate objects. It can include muscular, skeletal and neurological functions to produce small, precise movements</i>	Yes	Typing

Work Environment		Notes
Works in isolation from other staff <i>remote supervision</i>	Minimal Likelihood	
Walking <i>including distance eg job sites</i>	Yes	
Walking/running up and down steep slopes	No	
Walking whilst pushing/pulling object	No	
Works outdoors <i>majority of work is outdoors</i>	No	<i>Note-if yes a functional assessment may form part of the pre employment medical</i>
Works in a customer service environment	Yes	
Confined spaces <i>if yes this must also form part of position description</i>	No	
Requirement to wear personal protective equipment (ppe)	No	
Working at heights <i>if yes this must also form part of position description</i>	No	
Task Involving		Notes
Exposure to chemicals <i>fuels, chlorine, insecticides</i>	No	
Exposure to biological hazards <i>animal products, live animals, biohazard</i>	No	
Exposure to excessive noise <i>work related exposure level of 85 decibels over an eight-hour period or peak noise levels of greater than 140 decibels at any time during the day</i>	No	<i>Note-if yes a baseline hearing test may form part of the pre employment medical</i>
Exposure to airborne odours and particles <i>means a contaminant in the form of a fume, mist, gas, vapour or dust</i>	No	<i>Note-if yes a baseline spirometry test may form part of the pre employment medical. There is an exposure standard in the Safe Work Australias "Workplace Exposure Standards for Airborne Contaminats"</i>

Exposure to sunlight <i>work related exposure to UV radiation for more than 20 mins at a time or two hours or more during the day between the hours 10am to 3 pm</i>	No	<i>Note-if yes a baseline skin screening test may form part of the pre employment medical</i>
Exposure to some infectious diseases	No	<i>Please see Immunisation Procedure (including matrix) for clarification</i>
Vehicle/Plant/Equipment		Notes
Vehicle Travel <i>travel to/from job site, this could include sitting for periods of time in a vehicle</i>	Minimal Likelihood	
Plant/Equipment and or vehicle operation	No	<i>Note- This could include sitting for periods of time in a vehicle and/or operating plant/equipment</i>
Cyclic Workload		Notes
Peaks and Troughs	Yes	
Frequent overtime	No	
Rostered shift work	No	
Psychological Demands		Notes
High turnover of work	Yes	
Tasks involving interacting with distressed people	Yes	

Privacy Disclaimer

Council acknowledges the implications when an individual discloses (or does not disclose) his or her medical record to a third party; therefore, we will only request such information for reasons relating to Workplace Health and Safety. Additionally – Council will clearly articulate the specific reasons for any medical information required, enabling all relevant parties to make an informed decision regarding the release of confidential information. All records obtained by Council in association with this consent form will be managed according to the *Privacy and Personal Information Protection (PPIP) Act 1998*, the *Health Records Information Privacy Act (HRIP) 2002*, as well as Council’s Records Management Policy and Privacy Management Plan.